

# TOTAL

14<sup>TH</sup> AVENUE

Café  
bonjour

bonjour

MUGG & BEAN  
ON THE MOVE

MUGG & BEAN  
ON THE MOVE

## EARN SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL.

You can now earn SAA Voyager Miles every time you fill up at participating TOTAL service stations.

Visit [www.flysaa.com](http://www.flysaa.com). Terms and conditions apply.

[flysaa.com](http://flysaa.com)



TOTAL



SOUTH AFRICAN AIRWAYS  
VOYAGER

STAR ALLIANCE



EARN **SAA**  
**VOYAGER**  
**MILES** BY FILLING  
UP AT **TOTAL**



TOTAL

**EARN SAA VOYAGER MILES  
WHEN YOU FILL UP AT TOTAL.**

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SOUTH AFRICAN AIRWAYS  
VOYAGER

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$$1 \text{ LITRE OF TOTAL FUEL} = 1 \text{ SAA VOYAGER MILE}$$



TOTAL

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THERE ARE

3

WAYS TO  
**EARN SAA VOYAGER  
MILES AT TOTAL**

Forecourt Claims

In-Store Claims

Manual Claims

- Option 1: [Via Total Services App](#)
- Option 2: [Via flysaa.com](#)



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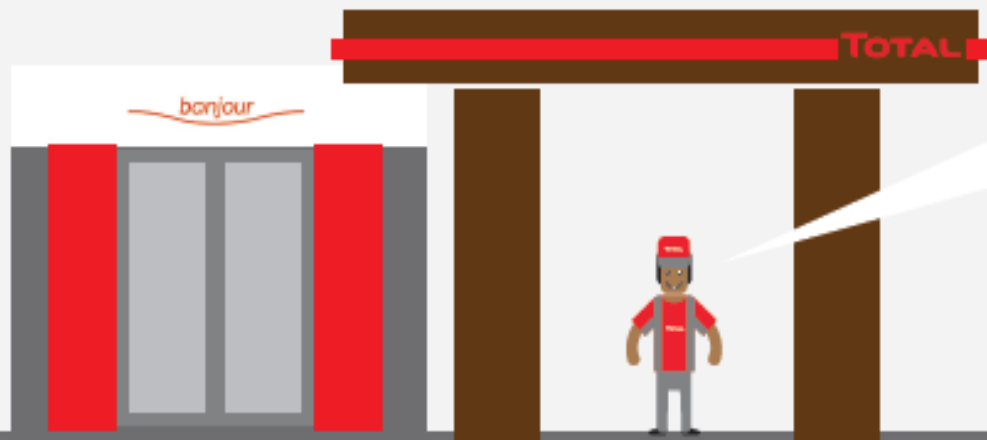
*flysaa.com*



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VOYAGER



# AT THE FORECOURT



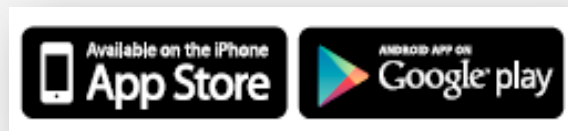
At participating service stations you can claim your Miles on selected pin pads on the forecourt.

First settle your transaction with your bank card, then ....

- Swipe your SAA Voyager Card
- Enter your SAA Voyager Pin (1 chance)
- Check message the message on the till slip, if there is no message submit the claim manually.

## MANUAL CLAIM

If for any reason your till slip printed with a decline message or no message at all or a Voyager compatible pin pad was not available, you need to follow the Manual Claim process.



TOTAL

## EARN SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL.

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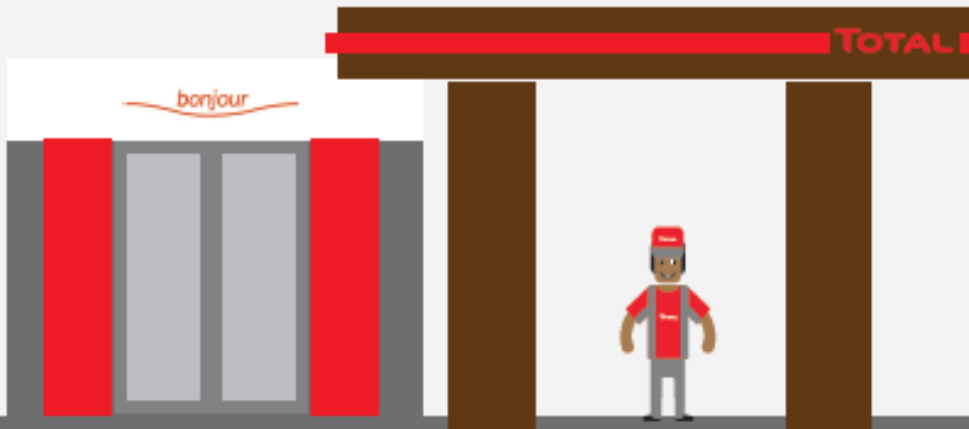
[flysaa.com](http://flysaa.com)



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# IN-STORE

Fuel claims only.



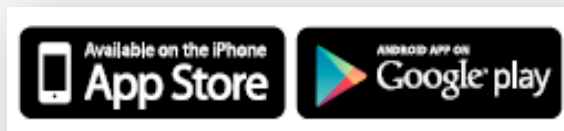
At participating service stations you can claim your Miles in-store on selected pin pads.

First settle your transaction with your bank card, then....

- Swipe your SAA Voyager Card
- Enter your SAA Voyager Pin (1 chance)
- Check message the message on the till slip, if there is no message submit the claim manually.

## MANUAL CLAIM

If for any reason your till slip printed with a decline message or no message at all or a Voyager compatible pin pad was not available, you need to follow the Manual Claim process.



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# Manual Claims

If for any reason your till slip printed with a decline message or no message at all or a Voyager compatible pin pad was not available, you need to follow the Manual Claim process

## There are 2 Options...



TOTAL

### EARN SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL.

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[flysaa.com](http://flysaa.com)



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VOYAGER

# Option 1: Manual Claims via Total Services App

Download the “TOTAL Services” App today from your smartphone App store to start claiming your SAA Voyager Miles. It is really that easy!



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Visit [www.flysaa.com](http://www.flysaa.com). Terms and conditions apply.

[flysaa.com](http://flysaa.com)



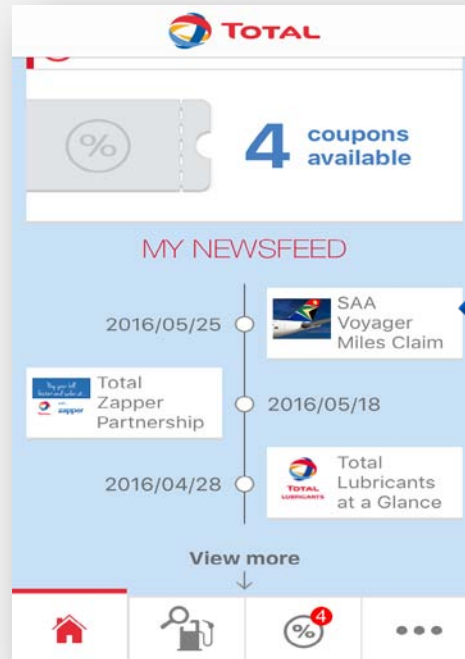
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# Total Services App Claim



Once downloaded, open the Total Services App.



Click on "SAA Voyager Miles Claim"

The image shows the login screen for the SAA Voyager Miles Claim. At the top, there is a banner with the text "SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL" and "1 SAA Voyager Mile = 1 litre of TOTAL fuel". Below the banner, there are two input fields: "Voyager Number" with a person icon and "Enter Your Voyager Number", and "Voyager Pin" with a lock icon and "Pin". Below these fields is a red "Log In" button and a light blue "Submit without logging in" button.

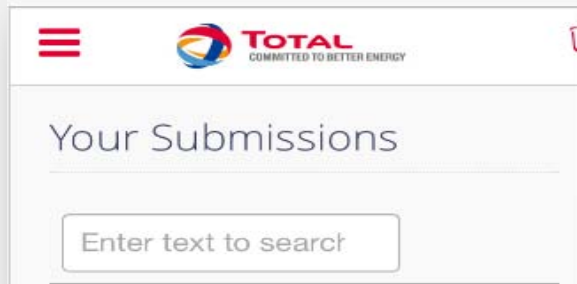
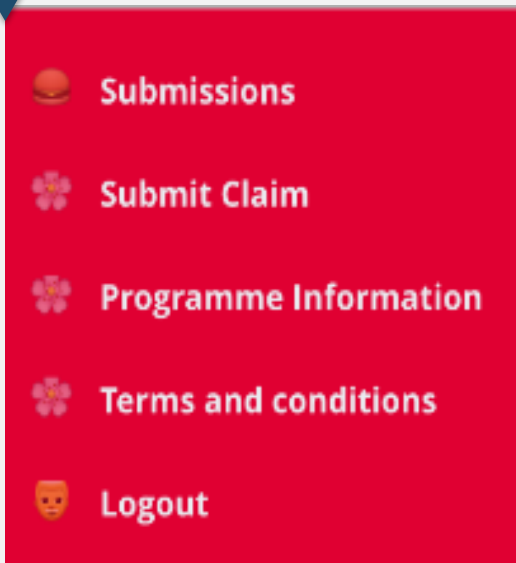
Enter your Voyager Number and Pin. If you don't have a Pin you can submit without logging in.

The image is a promotional banner for SAA Voyager Miles. It features a blue background with a stylized white and blue wave pattern. On the left, there is a Total logo and a South African Airways aircraft tail. The main text reads "EARN SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL." in large, bold, white letters. Below this, it says "You can now earn SAA Voyager Miles every time you fill up at participating TOTAL service stations." and "Visit www.flysaa.com. Terms and conditions apply." On the right, there is a South African Airways Voyager logo and the website "flysaa.com". At the bottom right, there is a "STAR ALLIANCE" logo.

# Total Services App details...



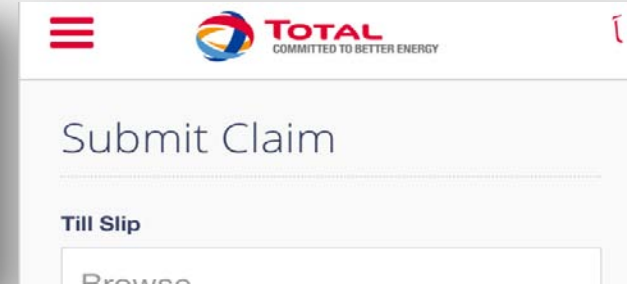
Click on the menu button for more features... Following options open



• **Submissions:** Provides a list of submissions via this channel and the applicable status.



• **Programme Information:** Launches the web page that tells you more about the programme.



• **Submit Claim:** Provides the means to submit the manual claim via the Total Services App.



• **Terms and Conditions:** Opens the T&C's of the programme. **NB: Read before claiming.**

**EARN SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL.**

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Visit [www.flysaa.com](http://www.flysaa.com). Terms and conditions apply.

**flysaa.com**

**SOUTH AFRICAN AIRWAYS VOYAGER**

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# Total Services App: "Submit Claim"...

**Submit Claim**

**Till Slip**

Browse.. Take Photo or Video

**Name**

Enter your name

**Surname**

Enter your surname

**Voyager Number**

Enter your voyager number

**Email Address**

Enter your email address

**Service Station**

S016 TOTAL ASTON  
S406 TOTAL ATLAS ROAD

**Fuel Type**

Eco Unleaded 93  
Eco Unleaded 95

**Transaction Number**

Enter transaction number on the sl

**Date of Transaction**

Mon Tue Wed Thu Fri Sat  
25 26 27 28 29 30  
2 3 4 5 6 7  
9 10 11 12 13 14  
16 17 18 19 20 21  
23 24 25 26 27 28  
30 31 1 2 3 4  
Today

**Litres Dispensed**

Enter litres dispensed

**T's & C's**

☐ I have read and agree to the programme's terms and conditions

**Submit Claim**

Under Till Slip, click browse and take a picture of your till slip. If logged in, your name and surname will automatically populate. If not type it in.

If logged in, the Voyager number will auto populate. Type in your email address, select the service station you fueled at and select the fuel type from the drop down box

Using the till slip as reference, type in the transaction number, select the date from the drop down box and enter the litres fuelled. Click read T&C's and Submit the claim..

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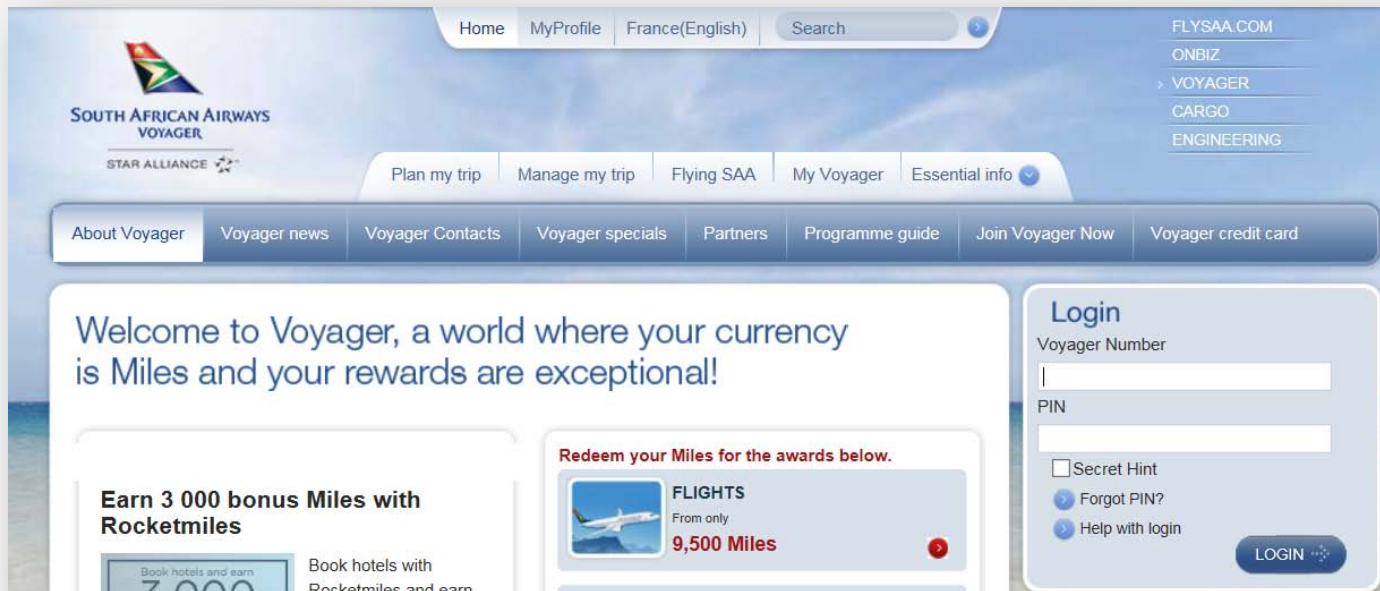
Visit [www.flysaa.com](http://www.flysaa.com). Terms and conditions apply.

[flysaa.com](http://flysaa.com)

**SOUTH AFRICAN AIRWAYS  
VOYAGER**

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# Option 2: Manual Claims via [www.flysaa.com](http://www.flysaa.com)



The screenshot shows the South African Airways Voyager website. At the top, there is a navigation bar with links: Home, MyProfile, France(English), and a Search box. Below this is a secondary navigation bar with links: Plan my trip, Manage my trip, Flying SAA, My Voyager, and Essential info. A third navigation bar contains links: About Voyager, Voyager news, Voyager Contacts, Voyager specials, Partners, Programme guide, Join Voyager Now, and Voyager credit card. The main content area features a welcome message: "Welcome to Voyager, a world where your currency is Miles and your rewards are exceptional!". Below this, there are two promotional boxes. The left box is titled "Earn 3 000 bonus Miles with Rocketmiles" and includes a sub-header "Book hotels with Rocketmiles and earn 3 000". The right box is titled "Redeem your Miles for the awards below." and features a "FLIGHTS" section with a sub-header "From only 9,500 Miles". On the right side of the page, there is a "Login" section with fields for "Voyager Number" and "PIN", a "Secret Hint" checkbox, and links for "Forgot PIN?" and "Help with login". A "LOGIN" button is located at the bottom of the login section.

Home MyProfile France(English) Search

FLYSAA.COM  
ONBIZ  
VOYAGER  
CARGO  
ENGINEERING

Plan my trip Manage my trip Flying SAA My Voyager Essential info

About Voyager Voyager news Voyager Contacts Voyager specials Partners Programme guide Join Voyager Now Voyager credit card

Welcome to Voyager, a world where your currency is Miles and your rewards are exceptional!

**Earn 3 000 bonus Miles with Rocketmiles**

Book hotels with Rocketmiles and earn 3 000

**Redeem your Miles for the awards below.**

**FLIGHTS**  
From only 9,500 Miles

**Login**

Voyager Number  
PIN

☐ Secret Hint  
[Forgot PIN?](#)  
[Help with login](#)

LOGIN



## EARN SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL.

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[flysaa.com](http://flysaa.com)



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South Africa English

Plan & Book Manage My Booking Destinations SAA Holidays SAA Experience Customer Service Newsletter Essential Info

FLIGHTS CHECK IN FLIGHT STATUS

Departure City Multi-city Destination City

Leaving 06 Aug 2015 Returning 06 Aug 2015

Exact Dates

1 Adult Children Infants

More than 9 people? Click here!

Cabin class Economy

Promotional code

BOOK

GET YOURSELF UPGRADED STEPUP

VOYAGER HOTELS CAR RENTAL

1

Voyager Number PIN

I forgot my details Help desk Login

SAA Voyager Credit Card

Get the best Voyager Mile earn rate with the SAA Voyager credit card. Apply online now...

Join Voyager

THIS COULD BE YOUR CHANCE TO SUPPORT THE SPRINGBOKS

CLICK HERE TO ENTER

**Claim via**  
[www.flysaa.com](http://www.flysaa.com)

- Go to SAA Voyager website ([www.flysaa.com](http://www.flysaa.com))
- Log in using your Voyager number and Pin.
- Go to “Claim Missing Miles and select “Claim Total Miles”

Home Profiling South Africa(English) Search

FLYSAA.COM ONBIZ VOYAGER CARGO ENGINEERING

Plan my trip Manage my trip Destinations SAA Holidays Flying SAA My Voyager Essential info

Book a flight Miles Calculator Claim Missing Miles Voyager Contact Programme guide Voyager news Voyager shopping Chauffeur Drive

Welcome ROBYN TEST DE C

Logout

Membership Number 32884179

View Mileage Claim

2

Claim Total Miles

2

**EARN SAA VOYAGER MILES WHEN YOU FILL UP AT TOTAL.**

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Visit [www.flysaa.com](http://www.flysaa.com). Terms and conditions apply.

flysaa.com

SOUTH AFRICAN AIRWAYS VOYAGER

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# Claim Total Miles

SAA Voyager has partnered with TOTAL effective 01 August 2014.

SAA Voyager, Africa's leading airline loyalty programme is excited to announce its partnership with Africa's largest fuel retailer, Total South Africa effective 01 August 2014. As a result of the partnership, SAA Voyager members will have an opportunity to accrue Voyager Miles each time they fill up at a participating TOTAL retail service station across the country, bringing their aspirational destination closer than ever.

The partnership is only based on accruals (earnings). The Voyager member will accrue Miles when filling up and paying by cash or bank card. The transactions for card payment by members who have a Voyager membership card will be automatically tracked and Miles will be credited into the member's account within 24hrs of the transaction date. The transactions for cash payments, as well as card payments where a Voyager card is not presented, will be processed manually. This process will take between 5 – 14 working days for Miles to be credited into the member's account.

This outlined process is an interim online retroactive claims process. The process is an interim solution and will be changed in due course and communicated to SAA Voyager members.

## Fill Up at TOTAL and Earn SAA Voyager Miles

1 SAA Mile = 1 litre of fuel

[click here to see the guideline in reading your till slip](#)

- Complete the online form using your till slip as a reference document.
- Submit

Claim Total miles

3

Email Address:

Station Id:

Station Name:

Date of Transaction:

Transaction number:

Litres Dispensed:

Fuel Type:

Accept Terms & Conditions:

SUBMIT

Station Name

Write: TOT76

Transaction Date

15-08-2014

Transaction Number

14083308900

Station ID: N/A

Station Name

Write: TOT78

Transaction Date

03 JUL 2014 07:03

Transaction Number

8850 TRANSACTION NO 0352/34

Fuel Type

EcdiesPP 7.10 L

Litres Dispense

14.07 R/L

Station ID

Station Name

Write: TOT76

Station ID: N/A

Litres Dispensed

14.20

Fuel Type

EcdiesPP 7.10 L

Litres Dispense

14.07 R/L

Station ID

Station Name

Write: TOT76

Station ID: N/A

Litres Dispensed

14.20

Fuel Type

EcdiesPP 7.10 L

Litres Dispense

14.07 R/L

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MISS TEBOGO VOYAGERTEST,

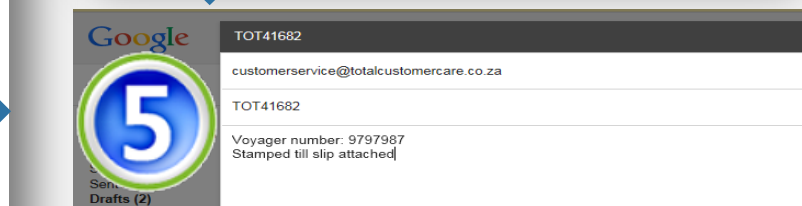
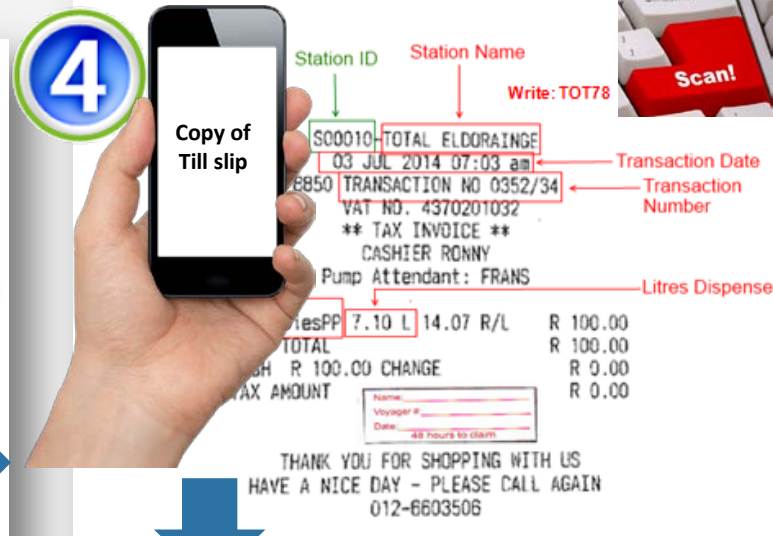
Reference No: TOT41862

You have submitted your TOTAL mileage claim, please keep your till slip safe and take note of your reference number above. To complete your claim, send your TOTAL stamped till slip or invoice to [customerservice@totalcustomercare.co.za](mailto:customerservice@totalcustomercare.co.za) including your reference number in the subject line

The more you fill up at TOTAL, the more Miles you earn with SAA Voyager

Yours sincerely

SAA Voyager Team



- Take a picture of the Till Slip
- Email a copy or a photo of the till slip to [customerservice@totalcustomercare.co.za](mailto:customerservice@totalcustomercare.co.za)
- Include your TOT reference number in the Subject line.

